ASK C20 and C60 Projectors
Frequently Asked Questions: Computer

The computer image is not displayed on the projector.

1. Connect all cables tightly.
2. Turn on the projector first, then the computer.
3. If you're using a laptop and the computer image still does not display on the projector, you may need to activate the computer's external video port with special keystrokes. Press and hold the FN key on the laptop and then press the appropriate function key (F1, F2, F3, etc.) that's marked LCD/CRT or marked with a picture of a monitor. (Refer to the laptop activation chart or your laptop documentation for further video port activation instructions.) You may need to press the function key more than once. Many laptops cycle through a series of configurations at each key press, including image on the screen, but not on the laptop, image on both the screen and laptop, image on laptop only. Be sure to wait five seconds or so after pressing the function key. Sometimes it takes the projector a few seconds to communicate with the laptop.
4. If you are using the optional Enhanced Connectivity Module, try removing it, and connect your cable directly to the projector. If the computer image displays, the Module may need to be replaced.

The projected image reverts to the ASK Proxima logo or to a blank screen during periods of computer inactivity.

This may be caused by a power saving utility on the computer that disables the video output signal after a specified period of inactivity. Disable all power saving programs and screen savers on the computer to prevent signal interruption. Refer to the computer documentation to disable power saving utilities.

The top or the bottom of the image is wider than the other ("Keystoning" problem).

1. You can correct for keystoning by making sure the projector is placed perpendicular to the viewing screen. Raise or lower the elevator foot on the front of the projector to obtain a rectangular shaped image. It may be necessary to place the unit on a higher surface to correct the image.
2. Press the Keystone + or Keystone – button on the remote control or on the projector keypad to digitally adjust the image. Use this method when you cannot solve the keystoning issue by changing the projector placement.

   You can also adjust keystone in the Basic menu. Press the Menu button. Go to Basic>Keystone.

The image on the computer monitor and/or projection screen flickers.

Make sure that the refresh rate on your computer is set between 60 Hz and 75 Hz, or Adaptor Default. If you are using a laptop, always use AC power, not the battery.

The computer image does not appear, only the message, "Signal out of range". Or the images on the screen are torn and the message, "Perfecting the image" periodically appears.

The computer refresh rate may be too high or too low for the projector to synchronize with. On the computer, go to Start>Control Panel>Display>Settings>Advanced>Adapter (This varies by operating system and by video card. See your computer/video card documentation for more information).

Set the refresh rate to 60Hz, 75 Hz or Adaptor Default. In Windows 2000 and XP, the Refresh Frequency setting is on the Monitor tab.

The image is tinted or the color is distorted, or the image is 'ghosted'.

1. Reset the projector to factory defaults. To do this, press the Menu button, then navigate to the Advanced menu. Select the Reset option.
2. Change sources. Try plugging the projector into another computer.
3. If the color problem persists, check the cables for bent or broken pins. If any pins are damaged, the cable will need to be replaced with an ASK Proxima-approved cable.
4. Upgrade the system software.
5. If the projector still will not display the image, it is possible that there is an internal problem that requires repair. Take the projector to your dealer or contact ASK Proxima Technical Support.

NOTE   The Color adjustment in the Display menu is only available with an active video source.

The image is cut in half or is cropped on one side.

The native resolution of the C20 is SVGA (800 X 600 pixels), and it offers compression for resolutions up to 1280 x 1024 (SXGA). The native resolution of the C60 is XGA (1024 x 768 pixels), and it also offers compression up to SXGA. The C20 will expand images at 640 x 480 up to 800 x 600, and the C60 will expand images at 640 x 480 and 800 x 600 up to 1024 x 768.

Some computers run at resolutions higher than 1280 x 1024, which can cause display problems. For best results, make sure your computer is set to the native resolution of the projector. If you're using a laptop, disable the internal display so the image appears on the projection screen only. Additionally, in the Image menu of the projector, make sure that Resize is set to standard.

If these suggestions do not help, make sure that the projector's system software is updated to the latest version.

The image will not focus, but I can make it larger or smaller.

Make sure that you are turning the focus ring rather than the zoom ring. The zoom ring is larger and more prominent, but the focus ring actually sits in front of the zoom ring, right at the front of the lens.

The image appears squeezed vertically.

The Screen Aspect may be set to 16:9 (wide screen). A computer image requires a 4:3 aspect ratio. Press the Menu button on the projector, then navigate to Setup. Select Screen Aspect and press the Source/Select button. Select 4:3.

The image disappears or the lamp shuts itself off after a period of time.

1. Make sure the DPMS mode (Display Power Management System) is disabled. When DPMS is enabled, the projector turns the lamp off after 3 minutes of not detecting an active source. The projector will return to normal activity immediately if it detects an active source. After 5 additional minutes, the projector turns completely off.

    In the menu, navigate to Setup > System, and verify that DPMS enable is not checked.
2. The projector may be overheating, which is frequently the result of clogged dust filters.
3. Make sure that you have the latest software version installed. An enhancement in version 1.26 for both models improved internal cooling, which reduces the likelihood of premature shutdown.

    You can check your software version in the projector menus. Press the Menu button, then navigate to Basic>System>Service>Info. Your version number should be 1.26 or higher. If it is version 1.17 or 1.18, upgrade the software. You can do this yourself, or you can take the projector to an ASK Proxima Authorized Service Center for a software upgrade.
4. If the problem persists, it is possible that there is an internal problem that requires repair. Take the projector to your dealer or contact ASK Proxima Technical Support.